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ACCELERATED BUSINESS PROCESS IMPROVEMENTS

Accelerated Business Process Improvement is the last phase in the Naval Tactical Command Support System (NTCSS) program. Execution of the NTCSS program is evolutionary, starting with the legacy systems on proprietary hardware and software. The legacy systems consist of the Shipboard Non-tactical ADP Program (SNAP), Naval Aviation Logistics Command Management Information System (NALCOMIS) and the Maintenance Requirements Management System (MRMS). The legacy systems are replaced with “state of the shelf” COTS hardware and software operating systems that comply with the Common Operating Environment (COE) standards. The legacy software is “ported” to a form that will run in the new environment, or emulators are used. No change in functionality occurs at this point, however, system speed is greatly increased and hardware maintenance costs are greatly reduced. In the next phase, the software is “optimized”. Optimization consists of rewriting the software in a fourth generation language, introduction of a relational data base management system and use of a graphic user interface. Again, no change in functionality occurs; however, operator productivity is increased and software maintenance costs are greatly reduced. At this point, the foundation has been laid for changes in functionality via Business Process Improvements.

The functional managers are now free to review and improve their business processes and support them with low cost prototypes based on the previously installed NTCSS infrastructure. The NTCSS Program Office enters the process early, reviewing the new business process and prototype, as well as performing the analysis and preparing the documentation required for oversight review by OSD. The Information System required to support the improved business process can be developed in accordance with OPNAVINST 5000.2 with appropriate SECNAV and OSD oversight. OSD has approved a streamlined approach to Business Process Improvement efforts utilizing a single document called a Business Process Improvement Management Plan.

This approach was first used with the Automated Maintenance Environment (AME) effort, which is an improvement to the business processes supported by the Optimized Naval Aviation Logistics Command Management System (NALCOMIS). It is a reengineering of the maintenance process used to support the later models of the F/A-18 aircraft with future applicability throughout the Fleet. There were prototypes in the Fleet, which have been used to measure benefits and estimate the future value of the improved business process. The NTCSS Program Office, in partnership with NAVAIRSYSCOM, has performed an analysis of the prototype and delivered a Business Process Improvement Management Plan to OSD. It is estimated that this business process improvement will result in cost avoidance and benefits totaling \$345M over the system life cycle. POC: Captain Michael Bachmann, USN, Commander, Space and Naval Warfare Systems Command, 4301 Pacific Highway, San Diego, CA 92110-3127, (619) 524-7553, email: bachmanm@spawar.navy.mil.